
Call Forward/Hunt Override via Flexible Feature Feature Code

Call Forward Override provides all telephone users (having a specific Class of Service) and attendants with the ability to override Intercept Computer Call Forward (ICP-CFW), Call Forward All Calls, Call Forward No Answer, Hunting and Make Set Busy by entering a Flexible Feature Code. In order to use this feature, the originating set must have Call Forward Hunt Allowed (CFHA) Class of Service. When this feature is enabled if override is attempted, and the called party is idle, the set is rung regardless of any diversion. If the dialed set is busy and has Hunt active, the calling party will terminate on the wanted set and receive a busy indication. Sets without Call Forward/Hunt Override denied (CFHD) Class of Service will not be able to use the Call Forward/Hunt Override (CFHO) Via Flexible Feature Code (FFC) feature.

Call Forward/Hunt Override Via FFC works in network environments with Meridian 1 nodes and Meridian Customer Defined Network (MCDN) links.

Operating parameters

The Call Forward/Hunt Override FFC can only be used in predial mode from a set (i.e., it has to be dialed before dialing the DN that has Call Forward All Calls, Intercept Call Forward, Call Forward No Answer, Internal Call Forward, Hunt, or Make Set Busy active).

The Call Forward/Hunt Override FFC can only be dialed from its own node (i.e., it has to be dialed before any trunk access code).

On an ABCD set the Call Forward/Hunt Override FFC can only be configured as a predial FFC (ABCD sets are a type of German telephone).

Call Forward/Hunt Override FFC can only be used against extensions with one of the following type: HOT/MCN/MCR/SCN/SCR/Basic Rate Interface (BRI) DNs and analog (500/2500 type) sets.

It is not possible for BRI extensions to dial a Call/Forward Hunt Override FFC.

The Call Forward/Hunt Override via FFC feature can only be used in standalone and MCDN environments. If no MCDN links are involved, no information about Call Forward/Hunt Override will be passed on to other nodes.

To get the functionality of Call Forward/Hunt Override Via FFC in an MCDN environment these enhancements must be integrated in the originating node, terminating node and any intermediate nodes.

Feature interactions

Attendant Blocking of DN

Using Call Forward/Hunt Override FFC after activation of ABDN is not allowed. Any attempt will be canceled and overflow tone will be returned.

Automatic Call Distribution (ACD)

ACD DNs are not overridden by Call Forward/Hunt Override Via FFC. Any attempt will be canceled and access denied treatment will be returned.

Individual DNs on an ACD set are overridden by Call Forward/Hunt Override Via FFC with the same limitations as for other sets.

Barge-in Busy Verify Break-in

Using Call Forward/Hunt Override Via FFC after activation of Barge-in, Busy Verify or Break-in is not allowed. Attempts will be canceled and overflow tone will be returned.

Using post-dial Break-in after dialing the Call Forward/Hunt Override FFC is possible after encountering a busy set, if Break-in is enabled.

Basic Rate Interface (BRI)

BRI sets are not supported; any attempt to dial Call Forward/Hunt Override from a BRI set will be ignored and access denied treatment will be returned.

BRIT

BRI TIE trunks in a Meridian Customer Defined Network (MCDN) are supported.

Boss Secretary Filtering**Call Forward All Calls****Call Forward No Answer****Call Forward and Busy Status****Internal Call Forward/Make Set Busy**

These features are overridden by the Call Forward/Hunt Override Via FFC feature, but there are no changes to the features themselves.

Call Transfer

A set can activate Call Forward/Hunt Override Via FFC when initiating a transfer. If the transfer is completed while ringing, the Call Forward/Hunt Override will still be active and passed on to the transferred party.

Call Waiting

Call Waiting can be used even if the Call Forward/Hunt Override Via FFC feature has been activated. When a busy set with Call Waiting configured is encountered, it will terminate on Call Waiting.

Call Waiting Redirection

There is no interaction with the Call Waiting treatment component of the Call Waiting Redirection feature. However, Call Forward/Hunt Override via Flexible Feature Code does override CFNA, and thus the CFNA treatment given to unanswered Call Waiting calls by the Call Waiting Redirection feature is overridden by the CFHO feature. The incoming call will continue to be given Call Waiting treatment as if the Call Waiting Redirection feature is disabled when the CFHO feature is enabled by the calling party.

Camp-on

When a busy set is encountered, it is possible to Camp-on to the set, even if Call Forward/Hunt Override Via FFC has been activated.

Digital Private Network Signaling System One (DPNSS1)

DPNSS1 is only supported as an incoming trunk transferred to a MCDN environment using Call Forward/Hunt Override Via FFC.

Direct Inward System Access (DISA)

DISA is not supported. Any attempt to dial the Call Forward/Hunt Override FFC will be ignored and access denied treatment will be returned.

Do Not Disturb (DND)

This feature is not overridden by the Call Forward/Hunt Override Via FFC feature.

Flexible DN (FDN)**External Flexible DN (EFD)**

It is not possible to store the Call Forward/Hunt Override FFC as an FDN or EFD.

Group Call

It is not possible to use the Call Forward/Hunt Override FFC as a Group Call DN.

Group Hunt

Primary Line Directory Numbers (PLDNs) are not overridden by the Call Forward/Hunt Override Via FFC feature. Any attempt will be ignored and access denied treatment will result.

Hunt

This feature is overridden by the Call Forward/Hunt Override Via FFC feature. If a set activating Call Forward/Hunt Override Via FFC encounters a busy set no hunt steps will be performed; the call will terminate on the DN and busy tone will be returned.

Hunt DN/External Hunt (EHT) DN

It is not possible to store the Call Forward/Hunt Override FFC as a Hunt or EHT DN.

Idle Extension Notification (IEN)

This feature can be used even if the Call Forward/Hunt Override Via FFC feature is activated. When a busy set is encountered, it is possible to place an IEN request against the set.

Intercept Computer (ICP) Call Forward

This feature is overridden by the Call Forward/Hunt Override Via FFC feature. The Call Forward/Hunt Override FFC replaces the ICP Override FFC.

Last Number Redial

The Call Forward/Hunt Override FFC and the dialed DN are stored under Last Number Redial.

**Multiple Appearance Multiple Call Arrangements (MCAs)
Multiple Appearance Single Call Arrangements (SCAs)**

If the Call Forward/Hunt Override FFC is used against an MCA (MCR/MCN) or SCA (SCR/SCN) DN it will override any active forward and terminate on all idle appearances. If all appearances are busy, busy treatment will be returned.

Primary Line Directory Number (PLDN)

It is not possible to store the Call Forward/Hunt Override FFC as a PLDN.

Phantom DN

This feature is not overridden by the Call Forward/Hunt Override Via FFC feature. If Call Forward/Hunt Override Via FFC is used against a phantom TN the call will be canceled and overflow tone will be given.

Phantom TN

This feature is not overridden by the Call Forward/Hunt Override FFC. If a Call Forward/Hunt Override FFC is used against a Phantom TN, the call will be canceled and overflow will be given.

Priority Override

It is possible to use Priority Override after using the Call Forward/Hunt Override FFC and encountering a busy set.

Radio Paging

If Radio Paging is activated in a call where Call Forward/Hunt Override has been used, the Call Forward/Hunt Override feature will be deactivated.

Ring Again**Network Ring Again**

Using the Ring Again feature is possible after using the Call Forward/Hunt Override FFC and encountering a busy signal. Ring Again can be placed against the set for which the Call Forward/Hunt Override FFC was used (i.e., the set with CFW active should be rung by the Ring Again feature).

Ring Again No Answer**Network Ring Again No Answer**

Using the Ring Again No Answer feature is possible after using the Call Forward/Hunt Override FFC and encountering an idle set that does not answer. Ring Again No Answer can be placed against the set for which the Call Forward/Hunt Override FFC was used (i.e., the set should be rung by the Ring Again No Answer feature).

Single Digit Access (SDA)

It is not possible to store Call Forward/Hunt Override FFCs in an SDA list.

Semi-automatic Camp-on (SACP)

This feature can be used even if the Call Forward/Hunt Override Via FFC feature is activated. When encountering a busy set, it is possible to activate SACP, if it is applicable.

Speed Call

The Call Forward/Hunt Override FFC cannot be stored in a speed call list.

Feature packaging

In a standalone environment the Flexible Feature Codes (FFC) software package 139 must be provisioned to activate this feature.

For network environments, Network Attendant Service (NAS) package 159 must also be provisioned. Attendant Overflow Position (AOP) package 56 must be restricted, as it is mutually exclusive with Network Attendant Service.

Feature implementation

LD 57 – Define FFC for Call Forward/Hunt Override.

Prompt	Response	Description
REQ	NEW, CHG	New, or change.
TYPE	FFC	Flexible Feature Code.
...		
CODE	CFHO	Call Forward/Hunt Override Via FFC.
CFHO	nnnn	Call Forward/Hunt Override FFC.

LD 10 – Set Class of Service for the Forward/Hunt Override Via FFC feature for analog (500/2500 type) sets.

Prompt	Response	Description
REQ	NEW, CHG	New, or change.
TYPE	500	Type of telephone set.
...		
CLS	(CFHD), CFHA	Call Forward/Hunt Override Via FFC is (denied) or allowed.

LD 11 – Set Class of Service for the Forward/Hunt Override Via FFC feature for Meridian 1 proprietary sets.

Prompt	Response	Description
REQ	NEW, CHG	New, or change.
TYPE	xxxx	Type of telephone set.
...		
CLS	(CFHD), CFHA	Call Forward/Hunt Override Via FFC is (denied) or allowed.

LD 18 – Configure ABCD key for the Forward/Hunt Override Via FFC feature.

Prompt	Response	Description
REQ	NEW, CHG	New, or change.
TYPE	ABCD	Modifying 16-button DTMF.
...		
PRED	YES	Function table for pre-dial.
A	CFHO*FFC*	CFHO is assigned to key A.
B	CFHO*FFC*	CFHO is assigned to key B.
C	CFHO*FFC*	CFHO is assigned to key C.
D	CFHO*FFC*	CFHO is assigned to key D.

Feature operation

The user gets the same functionality in a Meridian Customer Defined Network (MCDN) as in standalone environments. The Call Forward/Hunt Override information is transmitted from the originating node to the terminating node using the Network Attendant Service (NAS) feature.

Activation of the service is call dependent; network-wide Call Forward/Hunt Override is part of the NAS feature.

To activate the Call Forward/Hunt Override feature, the user dials the FFC for Call Forward/Hunt Override and the DN of the wanted party. If the set is idle, the set is rung regardless of any diversion (e.g., Call Forward All Calls, Intercept Call Forward, Call Forward No Answer, or Hunt) or Make Set Busy on the set.

If the set(s) have displays, the display(s) are updated. If the display on the originating set is updated when the call is answered, the Call Forward/Hunt Override FFC will no longer be displayed.

If the dialed set is busy and Hunt is active, the calling party will terminate on the wanted set and will receive busy indication.

If the dialed set is idle, but does not answer within the defined number of ringing cycles for CFNA, the call is not forwarded (i.e., it continues to ring).

If the dialed set is busy, the attendant can activate Camp-on, if Camp-on is applicable. In addition, Ring Again can be placed against a set for which Call Forward/Hunt Override was used and a busy set was encountered.